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| Title: | Contract monitoring: Suspension procedures |
| Set up date: | May 2025 |
| Review date: | May 2026 |
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# Introduction

# This procedure sets out the process in relation to suspending providers from the four regional purchasing systems:

* CHILDREN AND YOUNG PEOPLE FOSTER CARE Flexible Purchasing System (FPS) Project information: DN319102
* Children and Young People’s Residential Placements Flexible Procurement System Project information: DN299325
* TC160 - Supported Accommodation (Young People) Flexible Purchasing System
* North West Flexible Purchasing System for Special Educational Needs and Disabilities (SEND) Project information: DN505246

# Suspension clauses are included in all the above contracts and this procedure sets out transparently our approach to managing the process.

# Triggers for suspension

The table at Appendix A sets out the trigger for suspending providers.

# Suspension procedure

The process for suspending providers from the contract will be as below:

**Stage 1: Email reiterating original request.** This follows there being no satisfactory response to the original request and will be no less than two weeks following the original request. This message will give warning of Information Sharing Protocol notification (ISP)[[1]](#footnote-2) to be issued. This is sent to the organisation and referral email contacts.

**Stage 2: ISP issued.** This will be no less than two weeks following the request at Stage 2.

**Stage 3: Suspension notice issued.** This will mean that referrals are no longer received, and any placements made are off contract.This will cover all contract the provider is on as outlined below. Suspension notices will be sent via email and the Chest messaging function.

# Procedure for reinstatement

The process for reinstating providers from the contract will be as below:

1. Resolution of the original issue.
2. Reinstatement notice issued. This will be no more than two weeks following the resolution.
3. Provider added back on the referral list for local authorities from the 1st of the following month.

# FAQs

*What if I have received a suspension notice for not submitting insurance but have also not submitted my annual checklist?* When ISPs are issued the requirements for closure may include multiple issues, for example needing to submit insurance certificates, complete the annual checklist and submit documents for the Transitional Monitoring Assessment. This will reduce the administrative burden for the provider.

*Why I haven’t I received the original request or notices?* It is the provider responsibility to ensure that contact details are up to date on the Chest and in our email.

*Why will placing authorities only be updated on 1st of each month?* We issue updated spreadsheets on the 1st of every month and do not have capacity to update more regularly.

*I’ve shared insurance certificates with placing authorities why do I need to share this with you?* Is it a requirement of being on the regional purchasing system to share up to date insurance at the required levels with us. We then make this available for placing authorities to reduce duplication.

*Why do Supported Accommodation providers need to submit documents for the Transitional Monitoring Assessment (TMA) now we’re regulated?* The TMAs are in place whilst the Ofsted inspection regime is established and is under regular review. Providers who have received an inspection outcome of Outcome 3 – Serious or widespread weaknesses lead to significant concerns about the experiences and progress of children will be suspended under the contract terms and conditions.

*Why am I still being asked for insurance when I’ve already submitted it?* It is common for group companies to get repeat requests particularly where insurance certificates are not clear on which companies are covered.

# Appendix A: Triggers for suspension

This table sets out the trigger for suspending providers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Fostering** | **Residential** | **SEND (Schools and Colleges)** | **SEND (AP)** | **Supported Accommodation** |
| Not providing in date insurance at the required levels | Yes | Yes | Yes | Yes | Yes |
| Not completing the annual checklist in full | Yes | Yes | Yes | Yes | Yes |
| Not providing the documents for a Transitional Monitoring Assessment | n/a | n/a | n/a | n/a | Yes |
| Unsatisfactory resolution of an ISP notification. (Note this is already included in the ISP process) | Yes | Yes | Yes | Yes | Yes |
| Failure to deliver against requirements set out in contract documents. | Yes | Yes | Yes | Yes | Yes |
| All settings listed on the FPS have received an ‘Inadequate’ inspection outcome. | n/a | Yes | Yes | n/a | n/a |
| Provider has received an ‘Inadequate’ or ‘Outcome 3 – Serious and widespread weakness’ inspection outcome or ceased to be Ofsted registered. | Yes | n/a | n/a | Yes (regulated) | Yes |

1. Details of the Information Sharing Protocol (ISP) can be found on our website here: <https://www.nwadcs.org.uk/information-sharing-protocol> [↑](#footnote-ref-2)